



CONVERZA

**Unlocking the Hidden Revenue in
Your Business Phone Calls.**

The Problem

- Hotel phone performance is a critical revenue channel, yet it's an unmanaged "operational black box".
- There is not current method for manual call review, is time-consuming, unscalable, and provides only anecdotal feedback.

You can't improve what you don't measure.

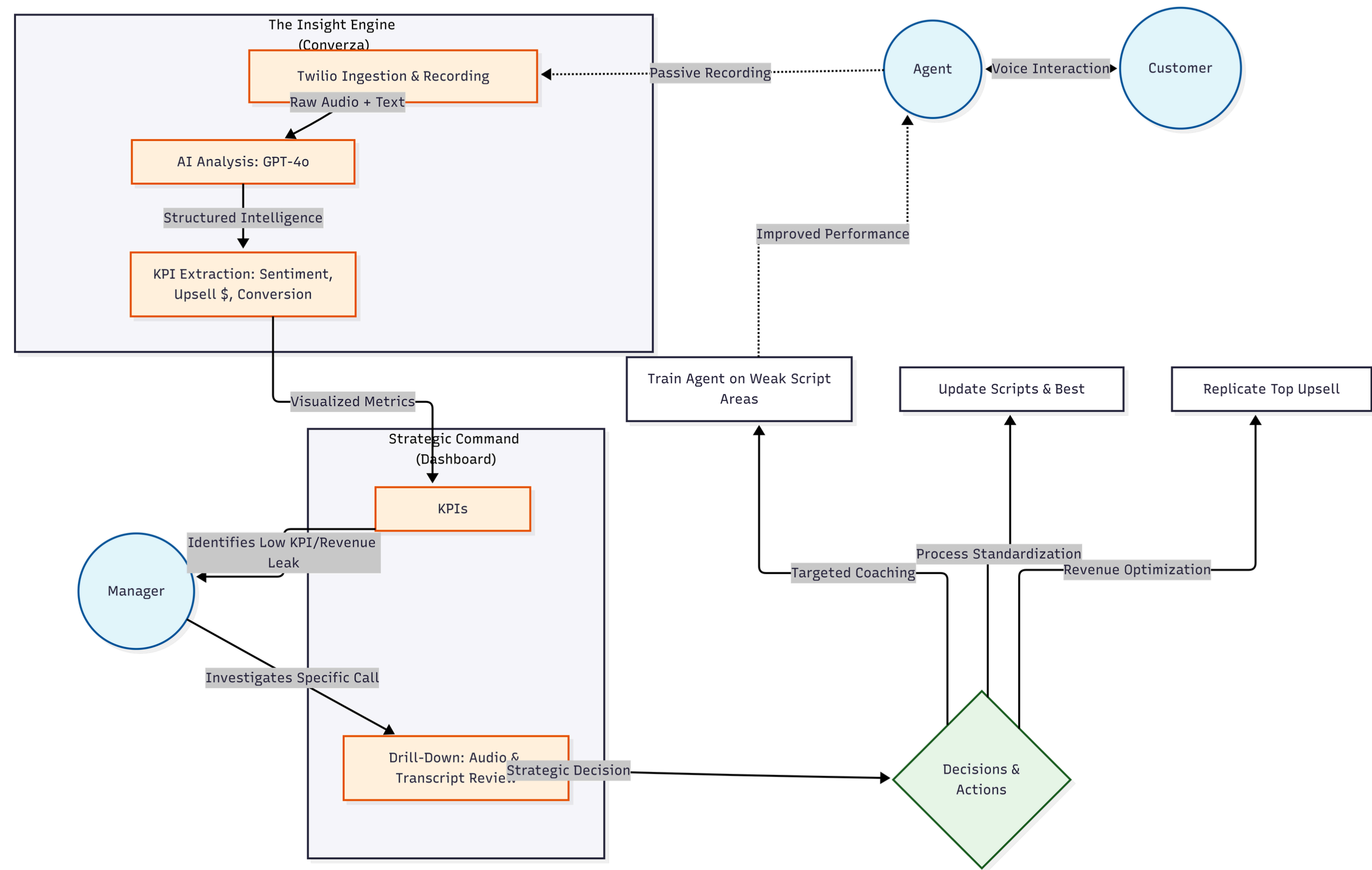
The Solution



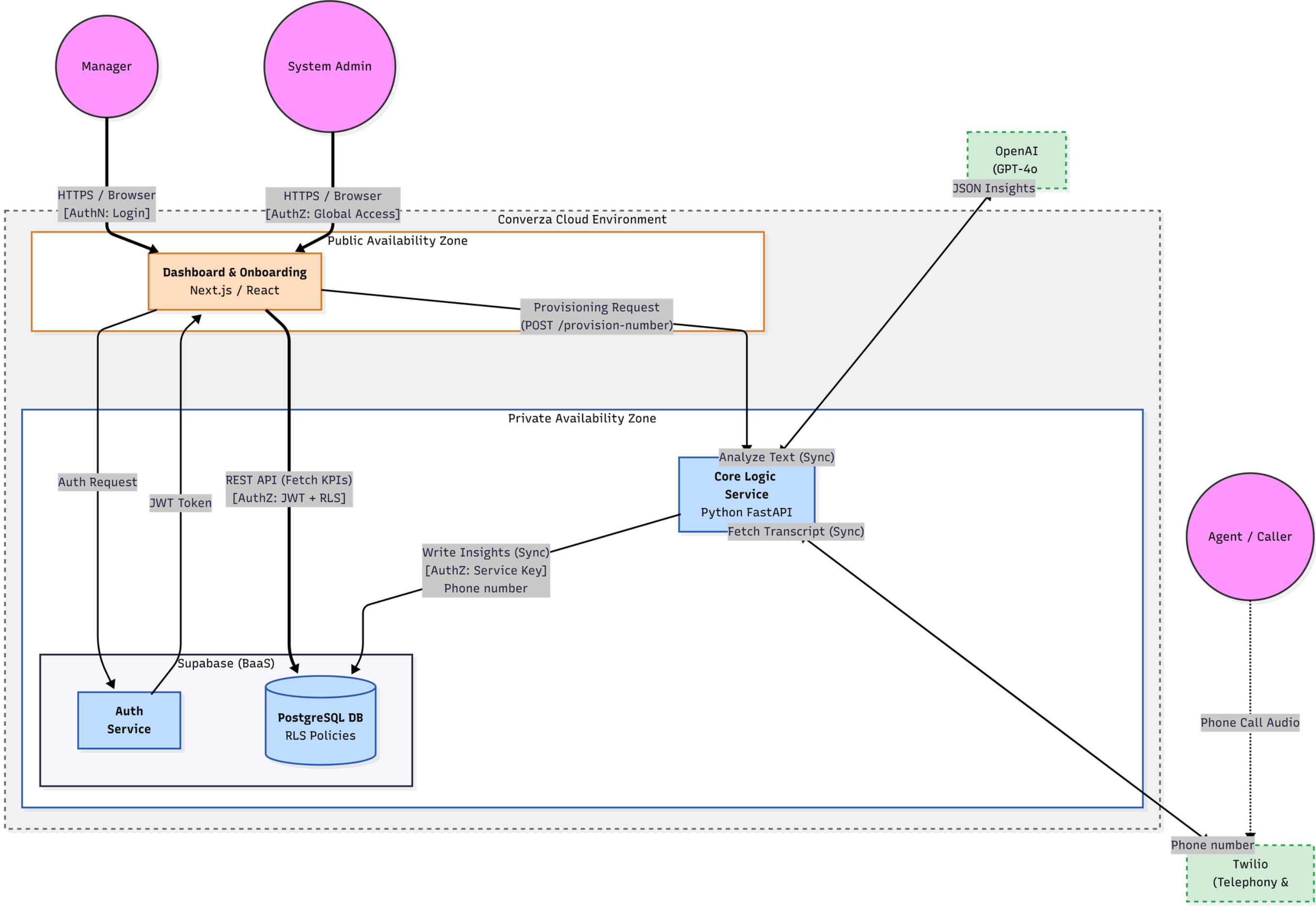
Converza is an AI-powered Insight Engine for the hospitality industry.

- We transform calls into a dashboard of ROI-driven KPIs.
- We track what matters: Booking Conversion Rate (%), Upsell Revenue (\$) and Guest Sentiment Analysis.
- This moves coaching from guesswork to a data-driven strategy that measurably improves the bottom line.

High-level Solution



Architecture



Risks & The "Known Unknowns"

Business

Margin Protection

Adoption Friction

Pilot Validation

Technical

Twilio STT Fidelity

Data Integrity (Hallucination)

**High season (Webhook
Concurrency)**



Questions!